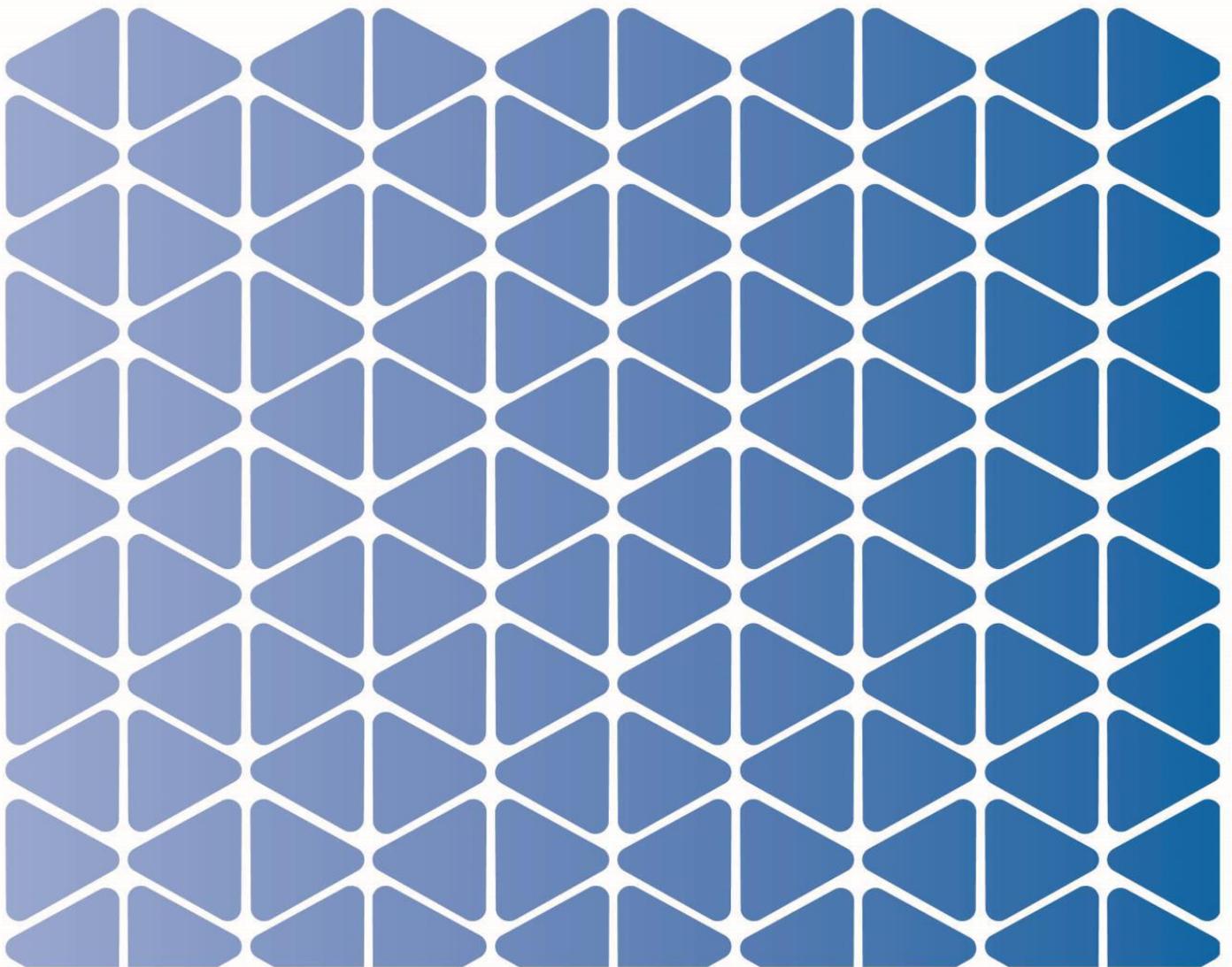




PATIENT INFORMATION

VIRTUAL FRACTURE CLINIC (VFC)



Virtual Fracture Clinic (VFC)

Contact details:

Fracture Clinic

Worcester Royal Hospital 01905 760259 or 01905 763333 ext 30761

After your injury the Emergency Department or your G.P. will refer you to the ‘Virtual Fracture Clinic’ where a senior orthopaedic doctor will assess your injury/broken bone.

What will happen next?

The *Virtual Fracture Clinic* is the core of a new safe, effective and validated method to evaluate your injury by reviewing your X-Rays and the initial assessment from the Emergency Department (A & E); this will be done within 72 hours of your attendance to the Emergency Department.

You will not need to attend the Hospital when the assessment is taking place; hence the term ‘Virtual Clinic’

After the assessment:

Dependent on the outcome of the virtual consultation, the virtual fracture clinic co-ordinator will contact you over the phone to discuss your treatment plan or provide advice. There are 3 possible outcomes following this discussion

1. You may be asked to come to the hospital for a new trauma face to face appointment to review your fracture/injury within 48hrs.
2. You may be asked to attend a follow up trauma clinic appointment to review your injury usually between 7 and 14 days.
3. You may at this point be discharged from the clinic, in which case the VFC co-ordinator will contact you to explain this and offer advice.

Please note: some patients with specific injuries may be referred into specialist clinics which may lead to a longer wait.”

An appointments booking clerk will contact you to arrange an appointment in most appropriate clinic.

- You might be asked to come on the same day to the hospital for further treatment/investigation these appointments will be telephoned.
- You might receive an appointment letter by telephone or post depending on when the appointment is for.

You and your GP will receive a letter outlining the assessment and outcome.

Prior to leaving the Emergency department please make sure the hospital has an up to date telephone number.

You must bear in mind that the hospital will call you with a withheld number - please do not ignore the number as you won't otherwise be able to receive advice. If phone the call is not answered we will not leave a message but will send you a letter with our advice and further contact details.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.